

## Appendix 5 Requirements concerning the user test (O19)

The laundry detergent must meet the requirements in the user test as specified in this appendix. The products are to be tested at a wash temperature as specified in this appendix and in line with the recommended wash temperature set out in requirement O1, with the dosing recommended by the manufacturer for the degrees of soiling "Light", "Medium" and "Heavy".

Alternative	Recommended wash temperature in user test	Recommended wash temperature stated in O1 (mark X)
A	30/30/40°C*	
B	40/40/60/85-90°C**	

\* 30°C for light and medium degree of soiling, 40°C for heavy degree of soiling.

\*\*40°C for light and medium degree of soiling, 60°C for heavy degree of soiling, 85-90°C for microfibre textiles.

- The user test is to be conducted at no fewer than 5 test sites that represent a random sample of customers. Alternatively, the test can be conducted at 3 test sites. Responses from all the test sites that take part are to be submitted to Nordic Ecolabelling.
    - When conducting user tests at 3 test sites, 100% of the test sites must rate the products as showing acceptable or very good effectiveness on all points, and be satisfied or highly satisfied with agreements on customer visits.

*alternatively*

  - When conducting user tests at no fewer than 5 test sites, at least 80% of the test sites must rate the products as showing acceptable or very good effectiveness on all points, and be satisfied or highly satisfied with agreements on customer visits.
- The procedure, dosage and wash temperature must conform to the manufacturer's recommendations
  - The test period must continue for at least 4 weeks.
  - Every test centre must assess the dosability, rinsability and solubility of the product or multi-component system.
  - Every test centre must assess the effectiveness of the product or multi-component system by commenting on the following or equivalent issues:
    1. Ability to wash clean lightly, medium or heavily soiled laundry.
    2. Assessment of primary laundering effects such as dirt removal, stain removal and bleaching.
    3. Assessment of secondary laundering effects such as greying of white washing, colour-fastness and colouring.
    4. Assessment of the effect of the rinsing agent on drying, ironing or mangling of laundry.
    5. How satisfied the test subject is with agreements on customer visits

- The responses must be rated on a scale comprising at least 3 levels; for example, “insufficiently effective”, “sufficiently effective” or “very effective”. Or concerning agreements on visits: “not satisfied”, “satisfied” or “very satisfied”.
- The form in this appendix or some other equivalent form may be used. All forms and appendices are to be fully completed and signed before being sent to Nordic Ecolabelling.
- The test procedure must be described in detail.

## Wash effectiveness – form for user test of laundry detergents for professional use (O19)

Name of test product/component in a multi-component system
Name of user test site:

### Wash temperature

The product is tested at wash temperature in accordance alternative A or B as stated by the manufacturers recommendation (mark x):

Alternative	Light degree of soiling	Medium degree of soiling	Heavy degree of soiling	Microfibre textiles	Wash temperature when product tested (mark x)
A	30°C	40°C	40°C	-	
B	40°C	40°C	60°C	85-90°C	

Dosage of test product/component is to be stated for the laundry categories in accordance with table below:

	Light soiling	Medium soiling	Heavy soiling
<b>Laundry categories</b>	Bedlinen and towels from hotels and other overnight accommodation establishments Duvets and pillows Mats and mops Cloth hand towel rolls	Work clothes Institution/trade/service Hospitals/Nursing homes Laundry from hospitals and nursing homes and similar institutions, e.g. bedding, mattress covers, operation sheets, barrier sheets, and patient clothing.	Work clothes Industry/kitchen/ butchering and equivalent use Kitchen equipment Clothes and towels Industry clothing Restaurant Cloths/napkins and similar for use in restaurants, industrial kitchens, etc.

### Dosage of test product/components:

The product is tested with dosages in accordance with the manufacturers recommendation (submit laundry category and dosage for each of the degrees of soiling in table below):

Laundry category (see above)	Degree of soiling	Dosage, product* (gram/kg laundry)
	Light	
	Medium	
	Heavy	

\* For multi-component systems, the equivalent dosage is stated for each component.

**Test period (4 weeks):**

Start date:
End date:
How many times has the test product been used in the test period stated?

**Assessment of the product/ multi-component system:**

At the end of the test period, the product/multi-component system must be assessed, using the form below.

	<b>Very effective / Very satisfactory</b>	<b>Sufficiently effective / Sufficiently satisfactory</b>	<b>Not effective / Not sufficiently satisfactory</b>
Dosability			
Chemical wear			
Ability to be rinsed out			
Solubility			
Ability to wash clean lightly-soiled laundry with light soiling			
Ability to wash clean medium-soiled laundry with medium soiling			
Ability to wash clean heavily-soiled laundry			
Ability to remove stains			
Ability to bleach (if relevant)			
Greying of white laundry (if relevant)			
Colour-fastness			
Colouring			
Effect of fabric conditioner on drying, ironing and mangling			
Customer visits by supplier			

As an alternative to visual assessment, approved fabric samples can be used in the individual Nordic countries, for example from the National Institute of Technology or NVK in Norway. Some parameters can be assessed on site, while others must be analysed by the supplier. Customers and suppliers of professional laundry detergents set up an agreement for the process, and the customer signs off on the assessment of the product/multi-component system.

Comments: \_\_\_\_\_

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**Information about test site:**

The user test was performed at/Person responsible for execution of the user test

Address:
Telephone:

Brief description of the test site where the washing test was carried out (type of machine, wash temperature, other information of relevance for the wash result):

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Signature of person responsible for execution of the test:
Place and date:

*If there are any questions about the test, please contact the manufacturer of the test product.*